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Support [1]

Numerous resources are available to help if you need support.

UIS Service Desk Support

The UIS Service Desk is available to help via phone, email or in-person from 7:30 a.m. – 5:30 p.m. Monday through Friday, excluding university holidays.

Submit a ticket

Have an issue, question, or problem you need to report? There are two ways to request assistance.

- Submit a ticket by emailing i [2]rmhelp@cu.edu [3] with your question or issue
- Call the help desk at 303-860-HELP (4357) and a ticket will be created for you

What you see after submitting a support request or sending a support email:

- After you submit a ticket, you should receive a confirmation email with your ticket number.
- Now, we will review your request. You will get a Help Desk email once one of our support staff replies to your ticket.

Adding detail to a support request

If you need to add detail to your support request, simply reply to the email you receive from our ticketing system without altering the subject line.

Need immediate help?

During business hours, 7:30 a.m. – 5:30 p.m. Monday to Friday, call the UIS Service Desk for immediate help at 303-860-HELP (4357).

Check the status of a ticket

Want to check the status of a ticket? There are two ways to do so:

- **Email:** Reply to the original email response you received from the Service Desk. The code at the bottom of the email associates any replies with your original ticket.

- **Call:** Dial 303-860-HELP (4357). Before you call, look up the ticket number in the email response you received from the Service Desk.

Escalate a ticket

Having problems with a particular ticket? Contact escalations@cu.edu [4] to escalate your ticket.

UIS Data and Business Intelligence Team Support

The Data and Business Intelligence team hosts monthly webinars [5] for all key stakeholders to receive updates, information and demonstrations about products like CU-Data.

We also post updates to the Data & BI [6] / IRM blog.

Groups audience:
University Information Services
Right Sidebar:
UIS Service Desk: Contact

Source URL:https://www.cu.edu/uis/service-catalog/cu-data/support

Links
[1] https://www.cu.edu/uis/service-catalog/cu-data/support [2] mailto:help@cu.edu?subject=Tableau%20issue [3] mailto:irmhelp@cu.edu [4] mailto:escalations@cu.edu [5] https://www.cu.edu/uis/data-and-bi-events [6] https://www.cu.edu/blog/irm-updates